

Electronic Acknowledgement Receipt

EFS ID:	6716204
Application Number:	10815534
International Application Number:	
Confirmation Number:	3473
Title of Invention:	CONTACT CENTER AND METHOD FOR TRACKING AND ACTING ON ONE AND DONE CUSTOMER CONTACTS
First Named Inventor/Applicant Name:	Sarah H. Kieffhaber
Customer Number:	48500
Filer:	Douglas W. Swartz/Debra Kesner
Filer Authorized By:	Douglas W. Swartz
Attorney Docket Number:	4366-140
Receipt Date:	28-DEC-2009
Filing Date:	31-MAR-2004
Time Stamp:	19:07:54
Application Type:	Utility under 35 USC 111(a)

Payment information:

Submitted with Payment	yes
Payment Type	Deposit Account
Payment was successfully received in RAM	\$180
RAM confirmation Number	5433
Deposit Account	191970
Authorized User	

The Director of the USPTO is hereby authorized to charge indicated fees and credit any overpayment as follows:

Charge any Additional Fees required under 37 C.F.R. Section 1.17 (Patent application and reexamination processing fees)

File Listing:

Document Number	Document Description	File Name	File Size(Bytes)/ Message Digest	Multi Part /.zip	Pages (if appl.)
1		IDS_12.pdf	327225 e1b7b166eeb4f2b68c7c23e9d4e25951810 98ac2a	yes	4
Multipart Description/PDF files in .zip description					
	Document Description		Start		End
	Transmittal Letter		1		3
	Information Disclosure Statement (IDS) Filed (SB/08)		4		4

Warnings:**Information:**

2	Fee Worksheet (PTO-875)	fee-info.pdf	30382 e89d84ab058137c7c1d4865a91e7644803 217	no	2
---	-------------------------	--------------	--	----	---

Warnings:**Information:**

Total Files Size (in bytes):	357607
-------------------------------------	--------

This Acknowledgement Receipt evidences receipt on the noted date by the USPTO of the indicated documents, characterized by the applicant, and including page counts, where applicable. It serves as evidence of receipt similar to a Post Card, as described in MPEP 503.

New Applications Under 35 U.S.C. 111

If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

National Stage of an International Application under 35 U.S.C. 371

If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.

New International Application Filed with the USPTO as a Receiving Office

If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Application Number and of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.